



10 ADMINISTRATION

Effective: 6/1/96

10.13 Monitoring Follow-up and Technical Assistance

Revised: 08/07/06

Changes in bold

POLICY: Regional Office Public Health Nutrition Consultants and Milwaukee County WIC Office staff will provide local WIC projects with follow-up to **corrective action(s) and areas of attention** detected during the local agency monitoring. Technical assistance and consultation will be provided to local projects as needed.

PROCEDURE:

A. MONITORING FOLLOW-UP

Follow-up contacts are required for cited **corrective actions** regarding non-compliance with federal regulations and state policies.

1. This may be accomplished with either a telephone call, written correspondence, conversation at a meeting, or an on-site consultation/technical assistance visit.
2. **The Consultant or Milwaukee County WIC Office staff are required to complete a written report after a contact which follows up on corrective actions(s) determined during the local project monitoring and the monitoring report had a pending corrective action(s). This is due within thirty (30) calendar days of the contact to the local project and to an assigned program assistant at the State WIC Office.**
3. **Written correspondence format should include the date of the visit, site visited (if applicable), staff contacted and the resolution of corrective actions. It should be clear that this report is a follow up to monitoring. E-mail is acceptable.**

B. CONSULTATION AND TECHNICAL ASSISTANCE

Consultation and technical assistance will be provided to local projects statewide.

1. All WIC and **FMNP** monitoring tools will be shared with local projects, usually at the beginning of the calendar year and may be reviewed at a separate technical assistance visit.
2. **Monitoring tools are useful for orientation or review.**
3. **WIC Orientation Manuals are available at each project for technical assistance.** Technical assistance/consultation is also planned from needs



identified through a previous monitoring process, and/or more current indicators (e.g., staff turnover, policy changes, project request, new project, etc.).

4. Potential technical assistance activities may include: file review(s) [or a project completed file review(s)], review of project statistics, staffing patterns, clinic flow, etc.
5. **A written report is recommended for technical assistance issues of significance and/or when it would be advantageous to provide documentation. The format should include the date of the visit, site visited (if applicable), and staff contacted. It should be clear that this report is a technical assistance report. E-mail is acceptable.**

C. DOCUMENTATION

1. Milwaukee County WIC Office staff and Southeastern Regional Office Consultants will provide each other with copies of written reports.
2. A copy of any written reports will be sent to the State WIC Office and retained for three full fiscal years. **Consultation and technical assistance visits are documented on the Monitoring Tracking Form which is periodically sent to the Consultants for verification.**

No attachments